NETWORK MANAGER REPORT

APRIL 2011

SUBMITTED BY Barrett Gilbreath, General Manager

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OVERVIEW

Operations

April 15th brought an end to the majority of this year's tax filing season. With applications servicing both corporate and individual taxes, Alabama Interactive stayed busy processing transactions for the Department of Revenue (ADOR). During the month of April, Alabama Interactive completed twenty-three change requests to existing applications.

Highlights for the month include:

- The Alabama Department of Revenue, Construction Fee Payment application processed almost $348,000. More than 1,350 transactions were submitted in April accounting for a 90% increase in transactions from April 2010.

- AI met with the Department of Conservation and Natural Resources to discuss updates for the Boat Registration application. AI is working closely with the agency to develop a system that will increase county use. Two new counties are already interested in adopting the application.

- Transactions for the Alabama Alcoholic Beverage Control Board (ABC), Initial License payment application increased 35% from April 2010. In April the application processed over $81,000. This application allows ABC agents to complete and process payments for Initial License applications for Alcohol and Tobacco.

- The Alabama Department of Corrections, Inmate Canteen application experienced a 78% increase from the previous year. In April alone the application processed over $260,084. The portal is in talks with the Board around increasing the service's visibility and presence. If successful, monthly transactions could jump from the current 3,000 to nearly 40,000.

- The Alabama Department of Revenue Business Privilege tax application experienced a 42% increase in transactions from April 2010. This application allows corporations and limited liability entities to pay their annual tax for the privilege of conducting business in Alabama.

- AI attended a meeting with the Department of Conservation and Natural Resources to discuss updates to the Hunting and Fishing License application. AI and DCNR are working to increase the number of probate offices who use the Hunting and Fishing license application in order to streamline accounting procedures. Three new counties are already testing the application.

- The Alabama State Board of Chiropractic Examiners approached AI with creating a reciprocity application. Once updates are made to the agency's renewal applications for the upcoming renewal season in August and the initial license application is launched, the portal will meet with the board to initiate the project.

Marketing

The tornado disaster relief effort has been on the forefront of minds at Alabama Interactive this month. Almost half of the portal donated blood at a local Montgomery shelter to help support those suffering from the storm damage. AI also created a front and center link to the Governor's Office of Faith-Based and Community Initiatives on the alabama.gov homepage. At this link, citizens can find ways to volunteer and/or donate to assist with the recent, tragic events.

As part of the portal redesign, state agencies will soon have a way to promote their own events or news on alabama.gov. The marketing team has been designing a submission form for agencies to complete which will be sent to the Alabama Interactive staff directly. Based on when the agency would like the event publicized, the portal will display the activity or press release on alabama.gov. State agencies will also have the option of having their event or news tweeted via alabamagov or listed on the alabama.gov Facebook page.

Customer Service

The month of April was a busy one for the Alabama Interactive customer service team, especially with applications for the Alabama Department of Revenue. The team diligently assisted customers with tax estimation, tax extension, and business privilege tax application concerns. Team members answered 1,081 live chats and 420 customer support e-mails throughout the month of April. The customer service team also answered more than 500 phone calls with general questions about various state services and on-line applications.

Members of the team assisted customers with application issues and general questions about Alabama government. Several AI customers utilized the Live Help on-line chat service following the devastating tornados that struck the State. One customer said, "Thank you so much! This live chat service is so very helpful!" Another customer sent an email to customer support needing assistance obtaining a recreational shrimp boat license. When a Customer Service Representative assisted him with this request, the customer replied, "Just wanted to thank you for your help in getting my recreational shrimp boat license. You did a great, professional job. Something that is getting harder to find these days." The AI customer service team will continually strive to provide the highest levels of customer service.

Development

The development team discussed upgrading AI's production environment to use the latest release of Java and Apache Tomcat in April. This upgrade would require a large amount of testing as each production application pool is migrated from Resin to Tomcat and the Java version is upgraded. The team took ample time reviewing the advantages and disadvantages of completing this upgrade as well as assessing the level of testing required to verify all applications would continue to function correctly post migration. This upgrade, in the end, would give AI increased performance and control on application servers and would provide additional logging and monitoring capabilities.

PROJECT REPORT

Application Progress	This Month	Year to Date
Total # of scheduled applications not yet in development	12	12
Total # of applications in development	15	16
Total # of new applications deployed	1	1
Total # of application functional updates completed	23	113

Note: Please see Daptiv reports for detail.

SERVICE REQUESTS

N/A

MONTH IN REVIEW

Application Progress	2010	2011
Total AI Network Transactions:	191,457	179,566
Average Successful Requests per Day:	6,382	5,986
Total alabama.gov Visitors:	150,652	153,522
Total alabama.gov Page Views:	345,157	327,264
Total alabama.gov Chats or Offline Messages from Live Help:	145	1,081
Total AI Customer Support Emails:	325	420

OPERATIONS & ADMINISTRATION

Alabama Interactive kicked off the second quarter much like we closed the first, launching a total of 23 updates to current applications. In April, AI has been diligently working to complete the testing version of the 9th redesign of alabama.gov. The site will be available in the coming weeks for review and testing by the board.

OTHER BUSINESS/IN CLOSING

In closing, April brought an end to a very busy month and tax season. We look forward to completing version nine of the portal and being a strong contender for the Best of Web competition.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

Barrett Gilbreath